## Unified Communications and Collaboration

ITAB Update January 18, 2011

# DISC Unified Communications and Collaboration Unity Voicemail Update

#### Voicemail from Octel to Unity

- All Topeka & Wichita accounts migrated
  - Topeka 6,139 November
  - Wichita 600 December
- Unity Training complete
- Call Handlers/Single Digit Menus created prior Jan 23
- Octel System decommissioned Jan 23
- PCA/IMAP features available 1Q2011

Note: Users must use "Call Forward Universal" feature to always use the Unity appropriate access numbers

#### Unity Voicemail Support

- Refer to your wallet card instructions
- 2. Send general questions to <u>DABT\_VoiceMail\_Questions@da.ks.gov</u>
- 3. Take a look at the DISC UCC website guides <a href="http://www.da.ks.gov/disc/Featured/UC">http://www.da.ks.gov/disc/Featured/UC</a>
- 4. Contact your agency Power User Liaison
- 5. Contact the Agency-assigned DISC TSS (785) 296-2310

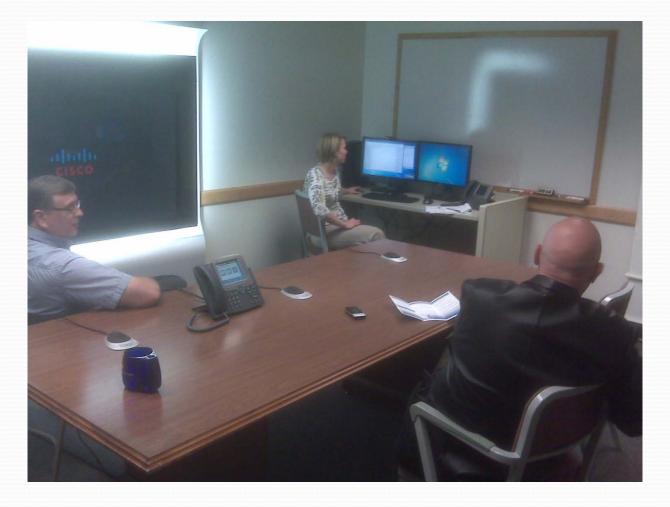
## DISC Unified Communications and Collaboration

Model Office Update

#### **Model Office Status**

- LSOB Model Offices ready now
  - Several agency heads have already toured facility
  - ADA compliance in progress
- Statehouse Model Offices ready Jan 20
  - Terri Clark point of contact
- Schedule your Model Office demonstration by email request to Pat Orr or Jay Coverdale

#### **UCC Model Office LSOB**



# DISC Unified Communications and Collaboration UCC Update

#### **UCC** Accomplishments

- SRS- OSH VoIP migration completed Dec 10, 2010
  - 349 phones (264 digital/85 analog) migrated
  - UC Tools for Network Management installed
  - CUCiMOC integration with OCS
  - Preliminary UC Support Model in place
- Only 4 trouble tickets since service-ready
  - all cosmetic
  - none were user-impacting









#### **UCC Near-Term Activities**

- OSH UC Feature Upgrade (Feb-March)
  - IMAP/PCA, attendant console, video, paging
  - single-number reach (Unified Mobility Advantage)
  - Call Reporting
- UC Master Plan for Campus 2011 (2,400 phones)
  - DISC Pre-production model validation
  - Curtis/Judicial Bldg conversions due to aged cables
    - Commerce, Judicial, KBOR, DoA secretary administrative office, KDHE

#### Long Term Activities

- March 2011
- July 2011

- Agency Orientation
- Start converting agencyby-agency migration

## DISC Unified Communications and Collaboration

Agency Update January 18, 2011